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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
McIlwaine, et al.) Examiner: **Le, Karen L.**
)
Serial No.: **10/602,804**) Art Unit: **2642**
)
Filed: **June 24, 2003**) Confirmation No. **1098**
)
For: **Method and System for Scheduled**)
 Delivery of Training to Call Center Agents)

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98.

The undersigned certifies the following: To the knowledge of the undersigned, no item of information contained in the Information Disclosure Statement ("IDS") was known to any individual designated in § 1.56(c) more than three (3) months prior to the filing of this IDS. Specifically, these references were cited in U.S. Application No. 10/957,350 on January 23, 2006.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

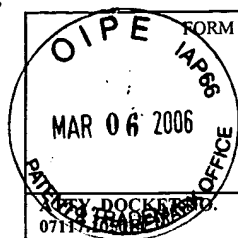
Respectfully submitted,

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on March 3, 2006.

Michael L. Wach, Reg. No. 54,517



FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT*(Use several sheets if necessary)*

APPLICANT McIlwaine et al.	SERIAL NO. 10/602,804	FILING DATE June 24, 2003
GROUP 2642		

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,206,903	4/27/1993	Kohler et al.	379	309	12/26/1990
	AB	6,584,192 B1	6/24/2003	Agusta, Joseph B.	379	265.12	12/6/1999
	AC	6,771,765 B1	8/3/2004	Crowther et al.	379	265.09	12/29/1999
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
	AK					YES	NO
	AL						
	AM						

OTHER REFERENCES *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AN		
	AO		
	AP		
	AQ		

4003264

EXAMINER	DATE CONSIDERED
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	